

# Career Coaching Program

August 2016

Julie L Powers

USCIS National Benefits Center



U.S. Citizenship  
and Immigration  
Services

How can we most efficiently  
provide career coaching to as  
many team members as possible?



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# 5 Week Curriculum

- Week #1 Goals and Contract
- Week #2 Resume Review
- Week #3 Strengths & Weaknesses Survey
- Week #4 Mock Interview
- Week #5 Career Action Plan



# Simple Structured Lessons

1. Preparing for the Meeting
2. Discussion Guide for Meeting
3. Preparing for Next Meeting
4. Homework Worksheets



## NBC CAREER COACHING

### Week #2 – RESUME

#### **Preparing for Week #2:**

Coach:

Bring:

- resume with comments and notes

Coach reviews the resume and job announcement. Make editing note on the resume to be given back to the participant at the end of the session for their use in revising the resume.

Items that should be noted are:

- Does the resume include experiences and wording that is required in the job announcement?
- Is the format easy to read and the important information easy to locate?
- Are all of the employee's work experiences listed on the resume? Are there gaps in employment? How are these gaps addressed?
- Are pertinent volunteer activities listed?
- Are all post-secondary education degrees or classes listed?
- Is it free of spelling and grammar errors?
- Is the resume arranged logically? Does it flow logically?
- Should employee use a different resume format to better showcase their skills and experience?

#### **Session Content Week #2:**

The purpose of this session is to provide feedback to the participant on their resume.

- 1) Provide the participant with your general impressions of their resume. Are you impressed? Are you disappointed the resume does not showcase their actual skills/experience? Does the resume confuse you?
- 2) Review your comments on the resume. Begin with the bigger picture items like format, work experiences, education, then go into the line-by-line details as necessary. Provide examples if this would make the comment clearer.



- 3) Ask participant to revise their resume based on your comments and provide you with a copy at the next meeting.
- 4) Talk about the Strengths/Weaknesses Questionnaires (Appendix #2). Let participant know that you will be contacting their supervisor for feedback. Show them the questions that you will be asking their supervisor. Encourage them to give the applicable questionnaires to a co-worker and a family member. Ask them to bring completed Strengths/Weaknesses questionnaire to the next meeting.

#### **Homework for Week #2:**

##### Coach:

Collect supervisor responses to Strengths/Weaknesses questionnaire.

##### Participant:

- ☐ Revise the resume based on the discussion from Week #2. Bring the revised resume to next meeting.
- ☐ Handout and collect Strengths/Weaknesses questionnaires from co-workers and family member.
- ☐ Complete Participant Strengths/Weaknesses questionnaire (Appendix #2)



# Pairings

Coach: Volunteer supervisor

Participant: Volunteer non-supervisory staff

Selection Criteria:

- Availability of Coaches

- Seniority

- Not in Supervisory Chain

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# Curriculum

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### **Coaching Contract**

#### **Employee agreement**

☐ I will take my lunch period in order to facilitate the sessions with my coach.

☐ I will complete my homework in a timely fashion and in a manner that demonstrates my desire to address any deficits.

☐ I understand that participation in this program does not guarantee a promotion nor does it imply the necessary qualifications for a promotion.

☐ I will focus on addressing issues and overcoming deficits rather than lingering on circumstances or incidents from the past.

☐ I will be open to constructive criticism and I will not be argumentative or contentious.

☐ I understand that if I fail to comply with any part of the previously stated agreement, my participation in this round of coaching will end.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### **Mentor agreement**

☐ I will schedule sessions and be available to meet with the employee.

☐ I will review the participant's homework in a timely manner.

☐ I will provide constructive guidance and feedback without being judgmental.

☐ I will be honest in my feedback.

☐ I will keep our discussions confidential.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## STRENGTHS/WEAKNESSES QUESTIONNAIRE

For

SUPERVISOR/CO-WORKER

*Note: Please be as specific, detailed, and honest as possible in your answers.*

One thing that \_\_NAME\_\_ does that I particularly like or appreciate is \_\_\_\_\_. This is important to our work at NBC because \_\_\_\_\_.

One thing that \_\_NAME\_\_ could do to make himself/herself a more valuable member of the team would be \_\_\_\_\_. This is important because \_\_\_\_\_.

The best professional advice that I could give \_\_NAME\_\_ today is \_\_\_\_\_.



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**CAREER DEVELOPMENT ACTION PLAN**

Write actions statements that are SMART (measurable, achievable and have a date or deadline). Limit yourself to 3 to 5 action statements. Base action statements on the items identified in the Strengths/Weaknesses, interview and resume discussions. Build in accountability.

PARTICIPANT'S NAME: \_\_\_\_\_

1.

2.

3.

4.

5.

Signature: \_\_\_\_\_ DATE: \_\_\_\_\_




# Administrative Oversight

- Advertise program availability
- Pairing coaches and participants
- Coach Training (2 hours)
- Participant Orientation (1 hour)
- Program Evaluation – debrief/survey



# Coach Library



U.S. Citizenship and Immigration Services

NBC Career Coaching » Home

Enterprise Collaboration  
**ECN Network**

NBC Career Coaching

USCIS ECN > FOD HQ > NBC > Supervisors > NBC Career Coaching

Welcome to the NBC Career Coaching Site!

Resumes












Interview

Strength Survey


Action Plan

Shared Documents

FAQs

Type	Name	Modified	Modified By
	Job Announcements	7/11/2016 12:56 PM	 Powers, Julie L
	List of helpful links	7/7/2016 11:59 AM	 Reed, Leman E
	Resume Writing FY 2016	7/7/2016 11:58 AM	 Reed, Leman E
	Resume Writing Resources	7/6/2016 3:42 PM	 Powers, Julie L
	Writing Successful Federal Resumes USCIS 2015	7/7/2016 11:58 AM	 Reed, Leman E
 Add document			

Point of Contact

 Reed, Leman E  
Operations Support Specialist

Calendar

9/15/2016 8:00 AM

Career Coaching Coaches Debriefing - Session 2  
EVENT: Session 2 Career Coaching Coaches Debriefing  
DATE: September 15, 2016  
TIME: 8 am -11 am  
LOCATION: Lee's Summit, Training Room A


9/15/2016 1:00 PM

Career Coaching Participants Debriefing - Session 2  
EVENT: Session 2 Career Coaching Participants Debriefing  
DATE: September 15, 2016  
TIME: 1 pm - 3 pm  
LOCATION: Lee's Summit, Training Room A

9/16/2016 8:30 AM

Career Coaching Program Evaluation  
EVENT: Career Coaching Program Evaluation  
DATE: September 16, 2016  
TIME: 8:30 am - 9:30 am  
PLACE: Julie's Office

(More Events...)

 Add new event

NBC Career Coaching Program Curriculum

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# Anticipated Results

- Fewer complaints about hiring/promotion
- More competitive job candidates
- Qualified candidates are promoted
- Leadership development for participants
- Supervisor development - soft skills
- Center meets agency goals/expectations



# NBC Experience

## Feedback from Participants

- Meet new people (NBC big organization)
- Learn about the hiring process
- Specific feedback on resume
- Real interview experience
- Understand need to actively manage their career



# NBC Experience

## Feedback from Coaches

- Meet new people (NBC big organization)
- Gain coaching experience in a safe environment
- Make a difference
- Continuing education credits





# Questions?

Julie L. Powers

< [julie.l.powers@uscis.dhs.gov](mailto:julie.l.powers@uscis.dhs.gov) >

Phone: 816-389-4734



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